

# MANUFACTURING EXTENSION PARTNERSHIP

## Success Stories from the Field

### Sequoia Brass & Copper

Corporation for Manufacturing Excellence (Manex)

#### Sequoia Brass & Copper Achieves Success with ISO Certification

##### Client Profile:

Sequoia Brass & Copper is a supplier of nonferrous metals in plate, bar and sheet form to the metal fabrication industries in Hayward, California. Founded in 1983, the company specializes in providing oxygen-free copper to its customer base. Sequoia Brass & Copper uses metal sources from around the world to obtain the highest quality copper, brass, and other nonferrous metals. The company employs 16 people.

##### Situation:

Faced with competitive pressures in the marketplace and increasing customer demands for more stringent quality standards, the Sequoia Brass & Copper management team was interested in implementing a robust Quality Management System using ISO 9001:2000 as its foundation. With ISO certification, customers will be reassured that the company could deliver on its commitment to the highest levels of quality for products and services. The company contacted the Corporation for Manufacturing Excellence (Manex), a NIST MEP network affiliate, for help.

##### Solution:

Manex provided Sequoia Brass & Copper with the tools necessary to gain operational efficiencies to develop and implement a robust Quality Management System based on ISO 9001:2000. This system offered the company a means for evaluating processes at an organizational level, with specific goals and methods for quality management. The system included highly integrated procedures that led to a process management approach and continual improvement of their products and services.

##### Results:

- \* Achieved ISO 9001:2000 certification.
- \* Improved on-time delivery by 13 percent.
- \* Realized a weekly savings of 15 percent.
- \* Invested \$34,000 in capital improvements.
- \* Reduced returns from 3 to 4 per month to zero.
- \* Achieved a more competitive and profitable position.

##### Testimonial:

"With the help of Manex, we were able to gain our ISO certification in less than one year. We now have a formal Quality Management System in place that validates that we have the capability to deliver the highest levels of quality to our customers."

Susan Hesse, Vice President

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